



ANNUAL REPORT 2019-20



We envision a community where everyone belongs
and is valued for their contributions.



YEAR IN REVIEW

The stories contained within this year's annual report highlight some of the good times we have enjoyed this past year. We would like to thank all the people (our Board, staff, WALES members, people who use our services, and other stakeholders) who contributed through our various stakeholder consultations towards the crafting of [new mission and vision statements](#), and provided the foundation of our [new strategic plan for 2020-2022](#). There are exciting days ahead!

We know that 2020 also introduced some new challenges as we began navigating the COVID-19 pandemic. The people who access our services found themselves isolated, like others in our community and around the world. This is a year we won't soon forget. We envision a community where everyone belongs and is valued for their contributions.

It is our privilege to engage in work that helps that vision be realized for more and more people every day. Thank you for being part of this story.

Yours in service of a community of belonging,

Allan Mills

Allan Mills
Executive Director

Liz Hedley

Liz Hedley
Chairperson, Board of Directors



Front row: Jamie Moffat, Terry Aivaliotis (retired June 2019), Veera Vyas, Megan Dobbie, Caitlin Garcia, Daisy Martin

Back row: Allan Mills, Jeramie Gallichan, Liz Hedley, Tomasina Channer, Kathy Mortimer, Devon Fernandes

Missing: Doreen Weise

2019-20 Board of Directors

Officers

Liz Hedley, Chair

Jamie Moffat, Treasurer

Kathy Mortimer, Vice Chair

Tomasina Channer, Secretary

Directors

Caitlin Garcia

Jeramie Gallichan

Daisy Martin

Megan Dobbie

Devon Fernandes

Veera Vyas

Doreen Weise

YEARS SERVING
THE COMMUNITY

39

590
ADULTS SERVED
THROUGH PASSPORT

91


Extend-A-Family
WATERLOO REGION

91 MOORE AVENUE | 519.741-0190 | EAFWR.ON.CA

PARKING AND ENTRANCE AT THE REAR OF BUILDING

2,204

42

PEOPLE RECEIVING
RESPITE SERVICES

48

PEOPLE ATTENDED
WALES GROUP

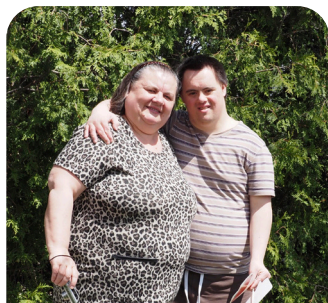
PEOPLE SERVED
IN 2019-2020

INDIVIDUALIZED SUPPORT

With programs that are individualized to children, adults and community participation, each person is supported based on their needs, goals and dreams. Extend-A-Family Waterloo Region uses an individualized approach in all the work that we do, including in programs like Special Services at Home, Passport and Working Adults Learning Empowering Skills.

Working Adults Learning Empowering Skills (WALES)

Ottneil's Story



Ottneil pictured with his mother

Ottneil, or Otty as he prefers, started attending WALES only a few years ago, back in 2017. He is very outgoing, kind and has a love of travel. Otty has a great sense of humour, a love of nature, and a very artistic side. He has made many friends within WALES and is missed when he is not around.

[Read more about Ottneil's journey with WALES](#)

Sandeep's Story



Sandeep has been coming to WALES for the past four years

Sandeep has been coming to WALES since 2017. Before Sandeep was connected with WALES, she had few connections in the community where she was independent and able to use her gifts. She now continues to be an honest, organized, decisive and focused woman who is determined to create a life built around her gifts and joys.

[Read more about Sandeep's journey with WALES](#)

Community Groups (Passport)

By Ben Sauder, Adult & Community Groups Coordinator

For the past couple of years, the Community Groups, formerly the Adult Respite Fun Groups, was developed into a Passport fee for service opportunity for individuals to meet new people with similar interests, increase independence and enhance community safety skills.

One of the major changes that has contributed to these goals is the use of public transit. Groups establish a weekly meeting spot near the transit spine, which provides accessibility, consistency, and familiarity. Community facilitators will travel with the group on public transit to the mutually agreed upon activities.

[Read more about Community Groups](#)

Enhanced Respite

By Kimberly Little, MFTD and LHIN Program Manager

I have had more reflective moments around the kind of support I provide to families, specifically to those who have a child with medically complex needs, or who are Medically Fragile Technologically Dependent (MFTD) –considering the onset of the COVID-19 pandemic in March 2020.

Having to shift the ways in which we communicate and connect with the people we support during this time has really demanded far more creativity and patience from everyone. I can only imagine the levels of possible fear and feelings of uncertainty that parents may be experiencing throughout this world health crisis.

[Read more about Enhanced Respite](#)

Special Services at Home (SSAH)

There have been so many changes over the past few months due to COVID-19, and families receiving SSAH have felt this impact. Families who previously used their funds for swimming lessons, YMCA memberships and one-on-one time with Direct Support People found themselves at a loss for how to use their SSAH funds.

Editor's note: In the early days, these struggles were acknowledged and temporary changes were made to how families could access and use their funds to help alleviate the stress. The impact has been positive.

[Read about how our families have been able to use their SSAH funding during COVID-19](#)

1,398

CHILDREN USING
SPECIAL SERVICES
AT HOME

Ontario Autism Program (OAP)

By: Theresa and Doug Harrison

Extend-A-Family Waterloo Region has been my go-to help for much of my son Will's life.

In August 2019, we learned that my son Will was eligible for the Ontario Autism Program (OAP) funding. When I looked at the forms, my anxiety level turned to panic. I immediately contacted EAFWR and spoke to one of their Support Coordinators. I explained that I needed help with the forms for my son's OAP funding. Her immediate response calmed me. She told me not to worry as we could meet and she would help me fill out the forms.

There were so many guidelines so I asked our Coordinator if EAFWR would hold the OAP funds and help us set a plan for Will to fully benefit from it and make life easier for him with his autism.

[Learn more about Will's journey with EAFWR](#)

WORK IN THE COMMUNITY

Extend-A-Family Waterloo Region collaborates with community partners, neighbourhoods and organizations to build lasting change. With belonging and inclusion at the heart of everything we do, community work is vital to nurturing a Waterloo Region where everyone belongs.

Community Development

By Kim Sproul, Community Development Manager

I like to think of engagement in Community Development as a Venn diagram. In one overlapping circle is the connecting of EAFWR to those we serve. This year, that included Special Sibs (in partnership with Kerry's Place Autism Services and KidsAbility), On the House (in partnership with Bridges to Belonging and Waterloo Region Family Network), Board Games Café and Open Space, to name a few.

In another overlapping circle is the work of Community Development in engaging the broader community. We are a member of Wellbeing Waterloo Region's Social Catalyst group, as well as the Mayor's Task Force on Equity, Diversity and Inclusion. We partnered in planning inclusive events like the Rainbow Community Coalition's Meet and Greet and the Kitchener-Waterloo Community Foundation's On the Table.

We have provided I Choose Dignity in the Classroom in two schools, with a total of five Grade 1 classes.

However, it is where all three circles overlap that brings life to Community Development.



[Read more about Community Development](#)



EAFWR hosted its 6th annual Ball Hockey Tournament at Neighbours Day 2019, in partnership with Stanley Park Community Association



Community members shared their thoughts at On The Table in September 2019



Open Space participants and facilitators enjoying coffee, conversation and music at Open Mic Night



Parents and caregivers enjoyed a night out at On the House, a partnership with Bridges to Belonging and Waterloo Region Family Network

KITCHENER-WATERLOO LIBRARY OF THINGS

Launched in February 2018, the Kitchener-Waterloo Library of Things (KWLOT) is a space for sharing items, ranging from tools to camping and kitchen equipment. By sharing items, you save money, reduce waste, discover a strong community and provide inclusive and supported employment opportunities.

Kitchener-Waterloo Library of Things

By Kim Sproul, Community Development Manager

What an exciting year it has been for Kitchener-Waterloo Library of Things!

This time last year, we were just beginning our [supported employment project](#), made possible with a Seed grant from Ontario Trillium Foundation. It went on to become a HUGE success!

Over the past year, we employed five people with disabilities as Practicum Librarians, offered a series of free workshops and found creative and innovative ways to be #virtuallyBetterTogether during COVID-19.

[Read more about what KWLOT has been up to over the past year.](#)

Follow KWLOT on social media!

f @KWLibraryofThings t KWLot @ @kwlibraryofthings



Simon, one of KWLOT's Practicum Librarians



Claudette joined KWLOT as a volunteer before taking on the role of Practicum Librarian



All smiles at EAFWR's OTF grant recognition event. Pictured from left to right: Kate Pearce, Community Relations Manager at Waterloo Global Science Initiative; Eli Winterfeld, Former Community Development Coordinator at EAFWR; Berry Vrbancovic, Mayor for City of Kitchener; Laura Mae Lindo, MPP for Kitchener Centre; Nicole Arseneault, Library of Things Volunteer; Claudette Meyer, Practicum Librarian at Library of Things; Allan Mills, Executive Director of EAFWR; Gebre Berihun, OTF Grant Review Team Member; Carly Crooks, Practicum Librarian at Library of Things; Bader Barghout, Practicum Librarian at Library of Things; Beth Weisberg, Job Development Coordinator at Library of Things



Staff and participants exercising their balancing skills



Meeting exotic animals as part of "All Around the World"



All smiles from our Summer Program 2019 participants and leaders

Summer Program

By Evan Hoffmann, On-Site Director/Coordinator

Summer Program 2019 was definitely one to remember. We welcomed Ron Trajano as the new Director of Programs, who did a fantastic job in supporting and wanting to learn everything he could about Summer Program. We also bid farewell to Jeff Barber, the longtime Program Manager for Summer Program and wished all the best to Niki Stevenson, Director of Programs, on her retirement.

We began our first week going **All Around The World**, where we had some fluffy and scaly friends visit us from Hands On Exotics, and ended our week touring African Lion Safari, a favourite for both participants and staff. For week 2, we **Got Our Game On** by learning traditional Australian games from X-Movement and spending time at Kingpin Bowlounge and the Waterloo Recreation Complex. We **Discovered Our Community** for week 3, where we floated on a hoverboard from Mad Science, explored the MUSEUM and their engaging

exhibits, and cooled down swimming at the Waterloo Recreation Complex. Everyone had their time in the spotlight for week 4's **Hidden Talents**, including an amazing Paint Night led by artist Sean Greenberg, magic and talent shows, bowling and watching the new Lion King movie. After a blistering hot summer, we worked up a sweat for **Wacky Water Week** with our special guest from X Movement and their Dance-X program, and went down every waterslide as many times as we could at Bingemans Big Splash Waterpark. It was a fantastic way to cap off an amazing summer at Day Program.

With the day program at its end, our team took a couple of days to rejuvenate before spending the rest of the week preparing for our two weeks at Overnight Camp.

[Read more about Summer Program 2019](#)

VOLUNTEERING WITH EAFWR

Here at Extend-A-Family Waterloo Region, we deeply value and appreciate the contributions of our volunteers. Their drive, passion and commitment to giving back to the community is inspiring. We could not do what we do without them.



Joe's Story

After taking a couple of months to get settled in as a newly arrived graduate student at the University of Waterloo from Winnipeg, I started looking for ways to get involved in the community. Being new to the area and having few connections in the community, I figured volunteering would be a great opportunity to meet new people and get to know the city.

Researching volunteer opportunities through the Volunteer Action Centre, I found an opportunity as an event volunteer for Extend-A-Family Waterloo Region (EAFWR) at their [Block Party fundraiser in 2018](#). This seemed like a great opportunity to do a small part in supporting an organization which seemed to be doing important work in the community. At Block Party, volunteering as a floater (helping wherever I could), I immediately felt very welcomed and got an introduction to the great work that EAFWR does in the community.

[Learn more about Joe's volunteer experience with EAFWR](#)

SERVING YOU BETTER

Extend-A-Family Waterloo Region is continually looking at how we do our work, and how we can make it better. Whether it's through infrastructure upgrades, better training and development, or other ventures, our values and quality of service are at the heart of everything we do.

Training

Did you know that EAFWR **offers many trainings** that are open to Direct Support People, the people we serve, families and community members?

Our **Inclusion Workshop** is not only for new Direct Support People and families, but is for anyone who is interested in building a more inclusive community of belonging.

Understanding Conflict and Communication is a workshop open to all people and organizations who are interested in improving their communication skills and learning about their conflict styles.

We are proud to offer **Sex Talks**. This workshop shares information on sexual health, dating and relationships through a series of 1 hour sessions held for 6 weeks. This is perfect for those who want to learn more about sexual health and healthy relationships.

Learn more about trainings offered by EAFWR



LIVING IN THE COMMUNITY

Something we hear time and again is that the people we support want to live and feel connected to their community. Some will live with family and seek short breaks while others want an opportunity to live more independently. Programs like FamilyHome offer the creativity and flexibility to do just this.

FamilyHome

By Erin Toner, FamilyHome Coordinator

When the FamilyHome Team was asked to share a story, it was a natural choice to write about Shirley Seale. Shirley was a fixture around Extend-A-Family Waterloo Region for many years. Sadly, she lost her battle with cancer in December.

I knew Shirley for 8 years, but her time with EAFWR dates well back to...well, we don't really know!

Shirley was much too dynamic a woman to simply offer a chronology of her involvement with EAFWR over the years. Instead, we would like to offer some highlights.

[Read more about Shirley's legacy at Extend-A-Family Waterloo Region](#)





Americo, who lives in the FamilyHome Program

Twin sisters Anna and Maria (left and right) with FamilyHome Provider Carol (centre)

Gord is a member of WALES and lives in the FamilyHome Program



Amanda (pictured left) lives in FamilyHome with Amanda, Nathan, their children, Bennett and Addison, and their dog, Brody



John has lived with his family in FamilyHome for over 30 years

25 PEOPLE RECEIVING SERVICES FROM FAMILYHOME



Follow FamilyHome on Twitter [@EAFWR_FH](https://twitter.com/EAFWR_FH) for the latest about the FamilyHome Program, photos, videos and more!

\$29,119

RECEIVED IN SPONSORSHIPS
AND IN-KIND SERVICES

\$34,598

GIFTED BY INDIVIDUAL DONORS

\$24,640

RAISED AT EAFWR EVENTS

\$12,800

RAISED AT THIRD PARTY
FUNDRAISING EVENTS

COMMUNITY ENGAGEMENT AND FUNDRAISING

It takes a community of dreamers, funders, and supporters to do the work we do. From concerts to community fundraisers, here are some of the ways that Extend-A-Family Waterloo Region receives funds and engages with the community..

Community Engagement and Fundraising

The Community Engagement Team engaged in a transformative process as we participated in the development of a team vision. Our newly found vision has guided our work over the last year and we have committed to work in tandem with EAFWR teams to equip and educate while responding and supporting both the organization and the community in creative and unique ways.



From left to right: Becky Klokoff, Kate Swift, Kerry Cressman and Avishka Juta



We brought back our fan favourite Walk-or-Wheel event in June 2019



We celebrated the diverse and inclusive neighbourhoods of Waterloo Region at Block Party 2019

Our team worked hard this year to bring high quality, engaging and fun events to our community that raise much needed awareness about disability and bring in funding for our organization so we can continue to provide support to the families we serve. Our focus is always on bringing people together in hopes of fostering new relationships and connections.

[Read more about the Community Engagement Team's work over the past year](#)

MESSAGE FROM THE BOARD TREASURER



2019-20 was an exciting year for us at Extend-A-Family Waterloo Region. We successfully completed a multi-year system conversion project that will enable more efficient tracking and reporting on both program costs and family budgets that is truly best-in-class.

Over the course of the year, we received a total of \$11,705,108 through a combination of Ministry funding, family Passport funds, service fees, grants and fundraising activity. This represents a reduction of \$1,150,908, or 9.0%, from the prior year, and is primarily the result of an 8.4% decrease in provincial funding received, combined with a 19.7% reduction in the amount of Passport dollars utilized by families over the course of the year.

We incurred a total of \$11,977,652 in costs for service delivery, program expenses, salaries and wages, and other support costs, leaving the organization with a net loss of \$272,544 in the 2019-20 fiscal year. This loss was significantly influenced by one-time expenses, including additional costs to complete the system changeover and a change in accounting methodology from cost to accrual basis. When adjusted for these one-time expenses,

EAFWR ends up much closer to a breakeven position in a year that saw significant challenges to our funding. This includes impacts from COVID-19, as families found fewer opportunities to make use of their Passport funding at the end of the year, which is traditionally a high-volume period. EAFWR continues to work with government partners to mitigate the financial impacts of these events, as part of overall COVID-19 relief efforts.

Despite the loss in the 2019-20 year, EAFWR remains on strong financial footing, with a current ratio of 1.2, and is well-poised to continue to develop partnerships and meaningfully impact the communities we serve.

The numbers presented above are based on the unaudited financial statements of the 2019-20 fiscal year. We do not expect any material changes as a result of our audit. EAFWR'S audited financial statements can be found on our website at www.eafwr.on.ca/about/accountability/

Jamie Moffat

Jamie Moffat
Board Treasurer
Extend-A-Family Waterloo Region

Financial Statement

\$2,301,646
TOTAL ASSETS

\$1,523,255
TOTAL LIABILITIES

\$11,705,108
TOTAL REVENUES

\$11,977,652
TOTAL EXPENSES

REVENUE	2020		2019	
Province Of Ontario	\$7,926,386	67.72%	\$8,652,784	67.3%
Passport	\$2,728,911	23.31%	\$3,396,491	26.42%
Program Billing	\$490,769	4.19%	\$436,930	3.40%
Direct Individual Billing	\$137,825	1.18%	\$125,123	0.97%
Donations, Fundraising And Grants	\$242,174	2.07%	\$77,555	0.60%
WW Local Health Integration Network	\$110,803	0.95%	\$134,463	1.05%
United Way	\$14,921	0.13%	\$13,430	0.10%
Investment Income	\$25,879	0.07%	\$5,798	0.05%
Government Of Canada	\$27,440	0.23%	\$13,440	0.10%
	\$11,705,108	100%	\$12,856,015	100%

EXPENSES	2020		2019	
Salaries, Wages And Benefits	\$4,639,621	38.74%	\$4,632,063	36.92%
Direct Families And Program Expenses	\$6,562,300	54.79%	\$7,262,912	57.90%
Indirect Families And Program Expenses	\$7,519	0.06%	\$84,395	0.67%
Consulting And Professional Fees	\$302,075	2.53%	\$125,951	1.00%
Occupancy Costs	\$143,430	1.20%	\$134,725	1.07%
Office	\$137,870	1.15%	\$143,139	1.14%
Staff Training And Travel	\$107,376	0.90%	\$107,856	0.86%
Computer Related Expenses	\$5,941	0.05%	\$17,352	0.14%
Depreciation Expenses	\$53,934	0.45%	\$14,692	0.12%
Fundraising Expenses	\$12,809	0.11%	\$16,905	0.13%
Other	\$4,776	0.04%	\$4,817	0.04%
	\$11,977,652	100%	\$12,544,810	100%
Excess Of Revenue Over Expenses:	-\$272,544		\$311,205	

Note: The numbers presented above are based on the unaudited financial statements of the 2019-20 fiscal year.

WE ARE SO GRATEFUL FOR OUR AMAZING SUPPORTERS WHO GO ABOVE AND BEYOND TO HOST THIRD-PARTY EVENTS TO HIGHLIGHT EAFWR. THESE EFFORTS MAKE A DIFFERENCE AND YOU MAKE A DIFFERENCE. THANK YOU FOR BEING A PART OF OUR VILLAGE. WE ARE BETTER TOGETHER.



CHAMPIONING AN INCLUSIVE COMMUNITY FOR ALL.

Extend-A-Family Waterloo Region was founded in 1981 by parents of children with developmental disabilities, as a way to build friendship and nurture community in Waterloo Region. As a local not-for-profit who serves nearly 2,000 adults and children with developmental disabilities, EAFWR champions an inclusive community for all by working with people with disabilities, their networks and the broader community.

Leadership Team:

Allan Mills

Executive Director

Ron Trajano

Director of Programs

Karen Bennett

Director of Organizational
Development & Training

Message from Executive Director Allan Mills



Niki first joined our team as an MSW student in 1998. We knew immediately that we needed her to continue her work with us, and we hired her full time in 1999. After 20 years of serving the community as a member of the Extend-A-Family team, Niki Stevenson retired in October 2019. You may remember Niki as the cheerleader at many of our events, where she spurred on us, megaphone in hand.

Niki and her husband, Peter, are the proud owners of Phoenix Farm in Markdale, Ontario. As she so eloquently wrote in her farewell announcement to staff, Niki left “EAFWR to finally move to her farm and start sowing and cultivating the seeds of their future among their animals and on the fertile ground”.

I often refer to Niki as “the heart of Extend-A-Family.” Niki is always a source of inspiration, and lives her life in the service and betterment of others. She is truly missed by all of us. Fortunately, she stops by the office from time to time to drop off her farm fresh eggs and poultry. And we know that her heart for Community Development will keep her engaged along with us in many new and different ways.

In her honour, we hosted a farewell “High Tea” in October. There was no other way to send her off than in true English style!



Extend-A-Family Waterloo Region champions an inclusive community for all by working with people with disabilities, their networks and the broader community.



All smiles from Direct Support People at our DSP Appreciation Paint Night in September 2019



Michelle Milton, Operational Librarian at Library of Things; Beth Weisberg, Library of Things Coordinator (Job Development) and Juanita Metzger, Former Operational Librarian



Americo, who lives in the FamilyHome Program, with FamilyHome Respite Provider, Stephanie

Follow along on social media

- | | |
|--|---|
| 🐦 @eafwr | 🐦 @EAFWR_FH |
| 📺 /EAFWR | 🐦 @EAFWRRecruit |
| 📺 @EAFWR | 🐦 @KWLot |
| 🐦 @EAFWR_Engage | 📺 @kwlibraryofthings |

Contact us

91 Moore Ave. Kitchener ON, N2H 3S4

📞 519 741-0190

🌐 www.eafwr.on.ca

✉ info@eafwr.on.ca

Charitable Registration: 13278 4943 0001

This annual report is produced by Extend-A-Family Waterloo Region.

For questions, please contact: Avishka Jutta, Community Engagement & Communications Specialist at avishka.jutta@eafwr.on.ca or 519 741-0190 ext. 226

Original design by: **LESLEY WARREN**
design group inc.